

OBSERVATION REPORT #50

KPMG Consulting received inconsistent responses on orders that should have received error messages.

Issue

In accordance with Verizon-New Jersey (VZN-NJ) Order Business Rules, version 4.4.1,¹ KPMG Consulting submitted orders for ISDN BRI business customers to migrate as specified to CLEC resale. All orders should have received an error response, however some orders were processed and received LSRPCMs (Local Service Request Provisioning Completion Messages) and LSRBCMs (Local Service Request Billing Completion Messages). KPMG Consulting contacted the TISOC and the representative confirmed that the orders should not have received LSRPCMs or LSRBCMs. The following is a list of PONs that received inconsistent responses:

PON	Response Received
038071NN0X030001*AA	2-LSRLR, LSRBCM and LSRPCM
038071NN0X030002*AA	LSRLR, LSRBCM and LSRPCM
038071NN0X010003*AA	Error Message-Feature Invalid-Required USOC missing for conversion into 128K
038071NN0X010004*AA	LSRLR, LSRBCM and LSRPCM
038071NN0X010005*AA	Error Message-Feature Invalid-Required USOC missing.

Assessment

VZN-NJ's inability to provide accurate responses to orders may hinder CLECs from providing timely service to their customers.

¹ Verizon South Order Business Rules, version 4.4.1, publication date September 2000, release date October 2000.

This observation report is for discussion purposes only and is subject to change without notice.